## Constraints

The following are the constraints:

* The project must be completed within the budget
* The project must be completed within a specified period of time.
* The system should be up 24/7.
* The system should enforce user authentication security and guarantee reliability.

**3. Flow Chart**

* **About Us**
* **Principles and objectives**

**Illness insurance**

* **Health protection and prevention from getting ill.**
* **Medical treatment in a non - hospital institutions Company Structure**
* **Dental treatment**
* **Medical treatment in a hospital institution**
* **Services that have connection with conditions of life or other additional conditions**
* **Expenses reimburse.**

**Financial insurances**

**Luggage while transporting insurance**

**KASKO insurance**

**Assistance when travelling abroad**

**Property insurance**

* **First risk insurance**
* **Safe house insurance**
* **Fire and other risks insurance**
* **Industrial fire insurance**

**Agricultural insurances**

* **Agricultural cultures insurances**
* **Animal insurances**

**Accident insurance**

* **Common accident**
* **Hotel guests accident**
* **Students accident**
* **Credit taker accident**
* **Vehicle seats accident**
* **Sportsman accident**
* **Tourists accident**
* **Accident connected with foreigners in Bulgaria**
* **Accident at work**

**Medical institutions**

* **Labs**
* **Medical centers**
* **Hospitals**

**Forms**

**Services**

* **Trusted services**
* **Official services**
* **Status check**
* **FAQ**
* **Useful advices**
* **Rules for claim settling**
* **News from the insurance company**
* **Health calendar**
* **Add insured person**
* **Edit insured person**
* **Add medical institutions**
* **Edit medical institutions**
* **Add damages**
* **Edit damages**

**Legend:**

**Valid options for both user and client.**

**Valid options for client only.**

**Valid options for admin only.**

Specific Requirements

## Product Functions

The insurance company website should support the following use cases:

|  |  |  |  |
| --- | --- | --- | --- |
| CASE TYPE | № | USE CASE | DESCRIPTION OF THE USE CASE |
| Illness insurance case type | 1 | *Health protection and prevention from getting ill* | *Display all the necessary information about this insurance package* |
| 2 | *Medical treatment in a non-hospital institutions* | *Display all the necessary information about this insurance package* |
| 3 | *Dental treatment* | *Display all the necessary information about this insurance package* |
| 4 | *Medical treatment in a hospital institution* | *Display all the necessary information about this insurance package* |
| 5 | *Services that have connection with conditions of life or other additional conditions.* | *Display all the necessary information about this insurance package* |
| 6 | *Expenses reimburse* | *Display all the necessary information about this insurance package* |
| Online illness insurance case type | 7 | *Online Illness insurance* | *Display all the necessary information about this insurance package. Give a three steps option to sign an online illness insurance package* |
| Clients case type | 8 | *Enter for status check* | *Log in the insurance company system* |

**4.2. Functional requirements**

**4.2.1. Use cases related to the main products, offered by the insurance company.**

4.2.1.1. Use case *Illness insurance*

*Primary Actor*: User

*Pre Condition*: User loads the zknadejda.bg homepage

*Main scenario*:

1. User initiates the “Illness insurance” functionality from “Products” option in the main menu.
2. A new section is opened with information about the company’s insurance policy
3. At the bottom of the page in a single column are situated some documents with option to download.
4. On the right hand side of the webpage are listed in a single column the main products of the company
5. Under the list with the main products, on the bottom right hand corner there are two options to choose:

* Find partner
* Status check

4.2.1.2.Subcase *Health protection and prevention from getting ill.*

*Primary Actor*: User  
 *Pre Condition*: User loads the zknadejda.bg homepage and initiates the “Products” option in the main menu (positioned just under the insurance company logo)  
 *Main scenario*:

1. User initiates the “*Health protection and prevention from getting ill*” functionality from “*Illness insurance*” option in the “Products” menu.
2. A new section is opened, containing information about “*Health protection and prevention from getting ill*” insurance package.

4.2.1.3.Subcase *Medical treatment in a non - hospital institutions*

*Primary Actor*: User  
 *Pre Condition*: User loads the zknadejda.bg homepage and initiates the “Products” option in the main menu (positioned just under the insurance company logo)  
 *Main scenario*:

1. User initiates the “Medical treatment in a non-hospital institutions” functionality from “Illness insurance” option in the “Products” menu.
2. A new section is opened, containing information about “Medical treatment in a non-hospital institutions” insurance package.

4.2.1.4.Subcase *Dental treatment*

*Primary Actor*: User  
 *Pre Condition*: User loads the zknadejda.bg homepage and initiates the “Products” option in the main menu (positioned just under the insurance company logo)  
 *Main scenario*:

1. User initiates the “Dental treatment” functionality from “Illness insurance” option in the “Products” menu.
2. A new section is opened, containing information about “Dental treatment” insurance package.

4.2.1.5.Subcase *Medical treatment in a hospital institution*

*Primary Actor*: User  
 *Pre Condition*: User loads the zknadejda.bg homepage and initiates the “Products” option in the main menu( positioned just under the insurance company logo )  
 *Main scenario*:

1. User initiates the “Medical treatment in a hospital institution” functionality from “Illness insurance” option in the “Products” menu.
2. A new section is opened, containing information about “Medical treatment in a hospital institution” insurance package.

4.2.1.6**.** Subcase *Services that have connection with conditions of life or other additional conditions.*

*Primary Actor*: User  
 *Pre Condition*: User loads the zknadejda.bg homepage and initiates the “Products” option in the main menu( positioned just under the insurance company logo )  
 *Main scenario*:

1. User initiates the “ Services that have connection with conditions of life or other additional conditions ” functionality from “Illness insurance” option in the “Products” menu.
2. A new section is opened, containing information about “ Services that have connection with conditions of life or other additional conditions ” insurance package.

4.2.1.7.Subcase *Expenses reimburse.*

*Primary Actor*: User  
 *Pre Condition*: User loads the zknadejda.bg homepage and initiates the “Products” option in the main menu( positioned just under the insurance company logo )  
 *Main scenario*:

1. User initiates the “Expenses reimburse” functionality from “Illness insurance” option in the “Products” menu.
2. A new section is opened, containing information about “Expenses reimburse” insurance package.

**4.2.2. Use cases related to online insurance.**

4.2.2.1Use case *Online insurance*

*Primary Actor*: User  
 *Pre Condition*: User loads the zknadejda.bg homepage

*Main scenario*:

1. User initiates the “Online insurance” functionality in the main menu( positioned just under the insurance company logo )
2. A new section is opened, containing options to sign an online insurance contract for *Accident insurance*, *Illness insurance* and *Property insurance.*

4.2.2.2.Subcase *Illness insurance*

*Primary Actor*: User  
 *Pre Condition*: User loads the zknadejda.bg homepage and choose *Online insurance* from the main menu

*Main scenario*:

1. User initiates the *Illness insurance* functionality
2. A new section is opened, where in three steps you can choose what particular insurance you want to sign.

**4.4 Reliability**

Reliability is an important factor to make “Nadezhda” insurance company website trustable. Some issues should be considered as following:

**4.4.1 Availability:**

The website should be available 24 hours per day, 7 days per week. Maintenance access period is a month. Database is backed up.

**4.4.2 Mean Time Between Failures (MTBF):**

3 month.

**4.4.3 Mean Time to Repair (MTTR):**

2 hours

**4.4.4 Maximum Bugs or Defect Rate:**

Less than 1 minor bug per 1000 lines of code.

**4.4.5 Bugs or Defect Rate:**

No critical bug that causes data loss or system crash is allowed.

**4.5 Performance**

**4.5.1 The information retrieval should be as fast as possible for customer satisfaction.**

To ensure this, the consumer should be able to download a page in 5 seconds with a 33.6 Kbps modem. The form submission should not take a long time to be processed, especially in the CRM module case, in which form applications play a major role.

**4.5.2 The server should be able to serve 25 percent of registered customers**

The server should be able to serve 25 percent of registered customers simultaneously, which may be about several thousand for a medium scaled electronic enterprise.

**4.5.3 Separation of connection handling and data processing**

Separation of connection handling and data processing would definitely improve the overall system performance as well as cost incurred.

**4.5.4 Software runs on an online platform**

Slow data retrieval because of poor programming must be absolutely discarded since the software runs on an online platform.

**4.5.5 Minimize the data transfer time**

The size of data sent to the user can be limited to an upper bound, especially for the multimedia files, to minimize the data transfer time.

**4.5.6 Size of the secondary storage**

The larger the primary memory, the faster the applications would run. Moreover the size of the secondary storage should be sufficient for data swapping, recovery and backup procedures.

**4.6 Supportability**

**4.6.1 Compatible with Operating Systems**

• Windows

• Linux

• Sun Solaris

**4.6.2 Compatible with Browsers**

• Microsoft Internet Explorer

• Mozilla Firefox

• Google Chrome

• Opera

• Safari

**4.7 Licensing Requirements**

Not Applicable